Agency-to-Agency Protocol
Bureau of Land Management (BLM), Oregon/Washington
and
Office of Appraisal Services (OAS), Pacific Northwest Region

Background:

The new Office of Appraisal Services has a staff of approximately 80 appraisers located in 7 regional offices. The acting director of the OAS is Brian Holly, currently on detail from the Department of Justice. Oregon and Washington states are part of the OAS Pacific Northwest Region, which also includes Idaho and Alaska. The regional office is headquartered in Portland, Oregon and has thirteen federal appraisers and numerous contract appraisers located within the region.

Appraisal Request & Review Tracking System (ARRTS) Overview:

ARRTS is a U.S. Department of the Interior National Business Center web-based application that provides a common form for submission of appraisal requests to the Office of Appraisal Services. It provides a process for forwarding the request for approval and assignment, and a mechanism for tracking and reporting on appraisal requests. An end-user view of ARRTS is dependent on both the user's assigned role and the status of an appraisal request within the application. As various users enter data and forward a specific request[1] through the system, the status of that request is updated automatically. The user's role as well as the current status of a request determines what information each user is allowed to view and update for a particular request at any given time.

General User Roles:

General users have the following access privileges:

• The ability to initiate an appraisal request, or request other appraisal services.
• The ability to update or cancel a pending request for appraisal or appraisal service[2].
• The ability to view summary information on all appraisal requests in the system.

Accessing the System:

The ARRTS application can be launched from a Web browser (http://ec21.nbc.gov/arrts). From the ARRTS home page the user can access those portions of the application that do not require user login; such as, links to the Registration page, Contact information, and

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[1] Types of appraisal services that can be requested are Appraisal & Review, Review only, Consultation, Preliminary Value Estimate, Rent Calculation, Statement of Approximately Equal Value, or other.
[2] Once the request has been completed and forwarded to the Agency Approver, update or cancellation can only be done by the Agency Approver or OAS officials.

the Help page. Registered users[3] of ARRTS may be able to initiate requests, update requests, search existing records and request reports; depending on the level of access associated with their user account.

Registration requires each user to supply a valid password, which must conform to the following specifications:
1) Contain 8-15 characters, with the first and last characters alphabetic.
2) Contain at least one uppercase alphabetic character and at least one lower-case alphabetic character.
3) Contain at least one numeric character, in positions two through seven.
4) A new password can't include the old password (e.g. if the old password is 'BLM2Burns' a new password 'BLM4Burns' would not be accepted).

Submission of Appraisal Requests:

All requests for appraisal services must be submitted via the web-based ARRTS application at http://ec21.nbc.gov/arrts. The appraisal request form for a new request is displayed after a successful login from the ARRTS home page[4].

After submission by the user, the request is forwarded to the designated Agency Approver. The Agency Approver has the ability to update information entered by the submitter, assign a priority to the request, return the request to the submitter if required data is missing or incomplete, and/or forward the request to the Regional Appraiser.

After receiving a request for appraisal services from the Agency Approver, the Regional Appraiser will then assign it to a Review Appraiser for action. The Review Appraiser will consult with the requesting office as needed, in preparing a scope and work order. The Review Appraiser will either hire a contractor or assign the job to a staff appraiser, as appropriate. (Please see IM OR-2002-068, Requesting Real Estate Appraisals for further details.)

Appraisal reports and reviews will be transmitted to the Districts as they are now, with initial notification via e-mail, followed by signed paper copies of the reports and reviews by mail. In future, the ARRTS system will also have reporting capabilities summarizing the cases requested.

Search:

From the ARRTS home page, users can conduct a database search for specific requests, or types of requests, by clicking on the "Search/Edit" navigation tab. Each appraisal

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[3] User access to ARRTS is controlled by their unique username and password. The username and password, along with agency identification and assigned role, determine which system capabilities and data editing privileges can be accessed.

[4] Please review *SUBMISSION OF AN APPRAISAL REQUEST,* pages 17-22 in the ARRTS User's Guide, before starting. This section contains step by step instructions, such as required information and attaching documents (note the 5 megabytes restriction on the size of documents that can be uploaded).

request listed in the search results has a link to a view of the appraisal request. Edit capabilities for an appraisal request are determined by the user's role and by the status level of the appraisal request.

<u>Help</u>:

Help screens can be accessed from the "Help" navigation tab on the ARRTS home page and from within the data entry forms. Help text is displayed in a separate browser window to enable the user to switch between a data entry form and the Help text. The "Contact Us" navigation tab (or link from within the data entry form) can be used to contact the ARRTS site administrators.

District Responsibilities.

Each District must have at least one registered user on the ARRTS system, in order to request appraisal services. Employees registering to use the ARRTS system must have the prior approval of the District Manager. District Manager may authorize more than one manager or realty specialist to use the ARRTS system, at their discretion.

For offices making multiple requests for appraisal services, a priority should be assigned to each request. The Agency Approver will take the priority selected into consideration, in light of all pending requests for Oregon/Washington. Any time-sensitive requests (e.g., lands with expiring purchase options, actions with legislated timeframes, etc.) should be clearly identified as such in the request.

Funding codes must be provided with each appraisal request to cover any OAS costs that are not covered from off-the-top agency contributions. OAS has sole discretion on how an appraisal request will be filled. Requesters should not assume appraisal services will be provided by internal staff or former BLM appraisers.

Contracting rules require that substantive contact with a contract appraiser shall be through the Contracting Officer's Representative (COR) or Contracting Officer's Technical Representative (COTR) for the individual contract task order. All costs associated with contract appraisers, travel, per diem, etc., is the responsibility of the requesting office.

The AARTS program has an on-line Operations Manual that can be viewed on the State Office Intranet at http://web.or.blm.gov/or958/ARRTS_Users_Guide_V1.pdf

How work is scheduled:

All requests for appraisal services are considered valid, and will be acted upon, unless there is intervention by BLM management. Work will be assigned on a first-come, first-

served basis, unless the Agency Approver requests special attention for time-sensitive cases. If the OAS has insufficient resources to complete all cases by the due dates requested, priorities established by the Agency Approver will determine the order in which work is completed.

How is worked tracked:

As a request moves to a different status level (Submitter Level, Agency Approver Level, etc.) email messages are automatically sent to users in the approval chain of the request. Users can also use the ARRTS search function to check the current status of their request by Region, State, and Agency. The respective points of contact should remain in close contact with each other to ensure the details contained in documents supporting the request are accurate and up-to-date. Future versions of ARRTS will include expanded reporting capabilities for both case tracking and provision of historical and program data.